



PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Ronald A. Katz)
Serial No.: 08/485,113)
Filed: June 7, 1995) Examiner: S. Woo
For: MULTIPLE FORMAT TELEPHONIC) Art Unit: 2743
INTERFACE CONTROL SYSTEM)
Docket No.: 228/040)
(prev. dkt. nos. 9002-1B671US4 and)
6646-108N4))

A M E N D M E N T

December 26, 1997

Assistant Commissioner
for Patents
Washington, D. C. 20231

Sir:

In response to the office action mailed June 26, 1997,
please amend the above-identified application as follows:

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the: Assistant Commissioner for Patents, Washington, D.C. 20231.

Date: December 26, 1997

Reena Kuyper
Reena Kuyper, Registration No. 33,830

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IN THE CLAIMS:

Please amend claims 18, 19, and 23 as indicated below.

18. (Three Times Amended) An interface control system for use with, (1) a communication facility including remote terminals for individual callers to make calls, wherein said remote terminals comprise a telephone capability including voice communication means and some of said remote terminals comprise digital input means for providing data, (2) a multiple port, multiple format processor for concurrently processing data from a substantial number of callers in any one of a plurality of formats, said communication facility automatically providing call data signals, as to indicate called data (DNIS), to select a particular format from said plurality of formats, and (3) a plurality of live operator attended terminals with prompting capability, for a plurality of formats, said interface control system comprising:

call data means for receiving call data signals from said communication facility for a calling remote terminal indicative of calling number identification signals automatically provided by said communication facility and call data signals to indicate called data (DNIS) to select a specific format from said plurality of formats;

interface means for providing automated voice messages relating to [a] said specific format to certain of said individual callers, wherein said certain of said individual callers digitally enter data through said digital input

25 means;
26 means for directly forwarding a call coupled to said
27 interface means [for forwarding a call] from any one of said
28 remote terminals to one of said plurality of live operator
29 attended terminals under control of said call data signals
30 when said remote terminals do not have capability to
31 digitally provide data;

32 means for processing coupled to said live operator
33 attended terminals for processing caller information data
34 entered by an operator at said live operator attended
35 terminal; and

36 means for storing coupled to said interface means and
37 said processing means for storing certain select data from
38 said caller information data entered by said operator and
39 data entered digitally by said individual callers to update
40 records on said individual callers.

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2

1 19. (Twice Amended) An interface control system according
2 to claim 18, wherein said call data signals automatically
3 provided from said communication facility for a calling remote
4 terminal indicative of calling number identification signals are
5 used to access a positive file of data with respect to said
6 individual callers stored in said means for storing.

1 23. (Twice Amended) An interface control system for use
2 with, (1) a communication facility including remote terminals for

3 individual callers to make calls, wherein said remote terminals
4 comprise a telephone capability including voice communication
5 means and some of said remote terminals comprise digital input
6 means for providing data, (2) a multiple port, multiple format
7 processor for concurrently processing data from a substantial
8 number of callers in any of a plurality of formats, said
9 communication facility automatically providing call data signals,
10 as to indicate called data (DNIS), to select a particular format
11 from said plurality of formats, and (3) a plurality of live
12 operator attended terminals with prompting capability, for a
13 plurality of formats, said interface control system comprising:

14 interface means for receiving calling number
15 identification signals and called data (DNIS) signals
16 automatically provided from said communication facility, and
17 for providing automated voice messages relating to a
18 specific format to certain of said individual callers,
19 wherein said certain of said individual callers digitally
20 enter data through said digital input means;

21 means for directly forwarding a call coupled to said
22 interface means from any one of said remote terminals to one
23 of said plurality of live operator attended terminals under
24 control of said call data signals when said remote terminals
25 do not have capability to digitally provide data;

26 means for processing coupled to said live operator
27 attended terminals for processing caller information data
28 entered by an operator at said live operator attended

29 terminal; and

30 means for storing coupled to said interface means and
31 said processing means for storing certain select data from
32 said caller information data entered by said operator and
33 data entered digitally by said individual callers to update
34 records on said individual callers.

R E M A R K S

This amendment is in response to the office action dated June 26, 1997. Claims 18-20 and 22-29 are pending, all of which are rejected. By this amendment, claims 18, 19, and 23 are amended. Reconsideration of this amendment in view of the above amendments and arguments urged below is respectfully requested.

I. Rejection of Claims 18-20, 22-26, and 29 Under 35 U.S.C. Section 103(a)

In paragraph 2 of the office action, claims 18-20, 22-26, and 29 are rejected under 35 U.S.C. Section 103(a) as unpatentable over Szlam et al. ("Szlam") in view of Riskin. Szlam differs for the rejected claims at least for the reasons urged by the Examiner that "it does not specify the use of DNIS or directly forwarding a call to a live operator when the remote terminal does not have the capability to digitally provide data." Szlam does not treat calls differently, depending on whether there is a capability at the remote terminal to digitally provide data.

Riskin is largely a routing system to route a caller to a

desired dealer located at a geographic location near the caller. There is no motivation in either of the references that suggests or justifies their combination as the Examiner suggests. Szlam teaches direct and immediate updating of customer account information, handling customer inquiries, and initiating customer communications. In Riskin, there is no updating of information relating to callers. To the extent Riskin does prompt the caller for data, it is only for caller telephone number data, in the event it is not automatically provided by ANI, or otherwise, for an extension number to identify a desired product associated with a desired dealer. If there is no extension number requested from the caller (in the event a desired dealer only sells one product), processing resulting in a connection between the caller and the dealer proceeds with no interaction at all between the computer and the caller (see Riskin, column 16, lines 30-37).

Claim 29 further recites "means for transferring certain of said calls from the live operators to an automated system to receive processed data via a voice generator." Szlam does not disclose nor suggest transferring calls from live operators to its mainframe to receive processed data via a voice generator. Neither does Riskin disclose nor suggest this aspect.

The Examiner is respectfully requested to withdraw her rejection of claims 18-20, 22-26, and 29 under 35 U.S.C. Section 103(a) in view of the reasons urged above.

II. Rejection of Claims 27-28 Under 35 U.S.C. Section 103(a)

Claims 27-28 are rejected under 35 U.S.C. Section 103(a) as unpatentable over Szlam in view of Riskin, as applied to claims 18-20, 22-26, and 29, above, and further in view of Ladd et al.

Claim 27 recites "said select data format having an imposed condition for verifying an instant call from a remote terminal against a file to limit or prevent access to said one format from callers listed on said file and at least one of said plurality of formats having an imposed condition with respect to time."

Neither Szlam nor Riskin teach or even suggest a test or the

motivation for a test. Szlam's primary motivation is to


accommodate direct and immediate updating of customer account information, customer handling inquiries, and initiating customer communications. Riskin's primary motivation is merely to route callers, thus, to qualify them in anyway would be contrary to his motivation. Accordingly, the Examiner is merely relying on isolated teachings in different references and combining them with no suggestion in the references that would lead to such a combination. Even if Ladd does teach the aspect suggested by the Examiner, there is no suggestion in either the primary reference (Szlam) or the secondary (Riskin) reference to combine the three references. Thus, the rejection is not proper based on an asserted combination of the three references.

The Examiner is respectfully requested to withdraw her rejection of claims 27-28 in view of the reasons urged above.

S U M M A R Y

Favorable consideration and allowance of this application is respectfully requested.

Respectfully submitted,

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6646-108N4))

TRANSMITTAL LETTER

December 24, 1997

Assistant Commissioner
for Patents
Washington, D. C. 20231

Sir:

Transmitted herewith is a Petition for Extension of Time and
an Amendment for the above-identified patent application.

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal
Service on the date shown below with sufficient postage as first class mail in an
envelope addressed to the Commissioner of Patents and Trademarks, Washington, DC
20231.

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December 26, 1997

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Reena Kuyper, Registration No. 83,830

